

# PRE-EMPLOYMENT SCREENING PROGRAM

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## Motor Carrier **Billing Manual**

Version 1.2

7/2011

# MOTOR CARRIER BILLING MANUAL

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**Edition date: 7/2011**

**Version: 1.2**

Pre-Employment Screening Program – Customer Service Team

Contact and Assistance Information:

The preferred method of contact is by e-mail:

Customer Support Email: [PSPbilling@egov.com](mailto:PSPbilling@egov.com)

Customer Support Phone: (877) 642-9499

Customer Support Phone Hours: Monday-Friday, 8 a.m. - 6 p.m. Eastern

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# INTRODUCTION

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Thank you for using the Pre-Employment Screening Program online motor carrier service!

As a PSP subscriber, you have access to the PSP Customer Database (CDB), powered by NIC Technologies. CDB offers an online view of your current and historic monthly invoices, as is your resource for PSP billing data.

- To use CDB, Internet access is required. Use your choice of Internet browser: Internet Explorer, Mozilla Firefox, Safari, or Google Chrome. (The system works best with Internet Explorer.)
- CDB requires a username and password. You must use the same credentials you use to access the PSP online service.

# EMAIL NOTIFICATIONS

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- ▶ The billing user on your company's account will receive a notification email each month from **PSPbilling@egov.com** when your invoice is ready to view.
- ▶ The email will contain a URL to the Customer Database. You can click this address anytime to access CDB. <https://cmbs-admin-dot.cdc.nicusa.com/dot/cust-admin/login.html>
- ▶ The email will provide the steps to generate your current invoice or a billing summary. This Manual provides more detail on the billing process.
- ▶ Email invoice notifications are sent once per month for all transactions completed during the previous month.
- ▶ If you would like to change your billing user, please submit an email with the new billing contact to **PSPbilling@egov.com**.
- ▶ It is the responsibility of your company to maintain an up-to-date billing email contact with the PSP customer service team.

# LOGIN INSTRUCTIONS

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- ▶ Access CDB at the address: <https://cmbs-admin-dot.cdc.nicusa.com/dot/cust-admin/login.html> or via the link provided in your invoice notification email
- ▶ To log in to CDB, use your **PSP username and password**.
- ▶ You must have an active PSP account to access CDB. Any motor carrier account user can access CDB, but only the billing user will receive the notification email.



The screenshot shows the login interface for the CDB (Customs Data Base) system. At the top, there is a header with the NIC logo and the tagline "the people behind eGovernment®". To the right of the logo, it says "Powerful Partnerships for eGovernment™". Below the header, there is a section titled "Login to Your CDB Account". This section contains two input fields: "Login:" and "Password:", both with yellow rectangular boxes. Below these fields is a "Login" button. At the bottom of the login section, there is a link that says "Forgot my password".

# LOGIN DETAILS

- ▶ Your username is your full email address, provided when you enrolled with PSP.
- ▶ If you have forgotten your PSP password, you will need to reset it through the PSP application, **not in CDB**. Please visit <https://www.psp.fmcsa.dot.gov/psp/mc/Login.aspx>. Click on the 'Forgot Password?' link and follow the instructions on screen.

U.S. Department of Transportation  
**Pre-Employment Screening Program**  
Federal Motor Carrier Safety Administration

PSP FAQs | CONTACT US | FMCSA.GOV | FMCSA PORTAL | DOT.GOV

Search All FMCSA Sites **Go**

Home > Motor Carrier Login

Customer ID: Not Logged In [Contact Support](#) [Login](#)

**Motor Carrier Login**

Username:

Password:  [Forgot Password?](#)

**Login**

[Enroll Now »](#)

Feedback | Privacy Policy | USA.gov | Freedom of Information Act (FOIA) | Accessibility | OIG Hotline | Web Policies and Important Links | Site Map | Plug-ins  
Federal Motor Carrier Safety Administration  
1200 New Jersey Avenue SE, Washington, DC 20590 • 1-800-832-5660 • TTY: 1-800-877-8339

**NiC**™ the people behind eGovernment®  
Powerful Partnerships for eGovernment™

**Login to Your CDB Account**

Login:


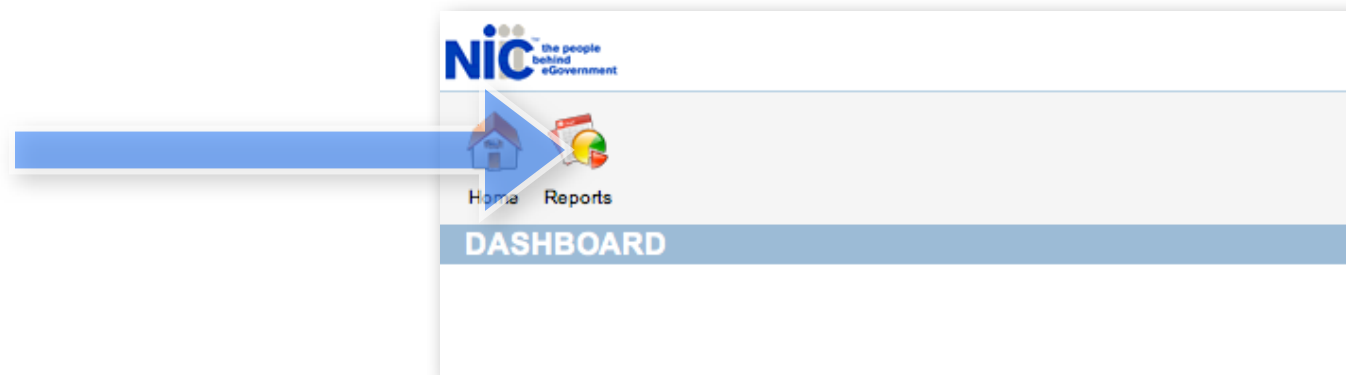
Password:

**Login**

[Forgot my password](#)

# SINGLE MONTHLY INVOICE

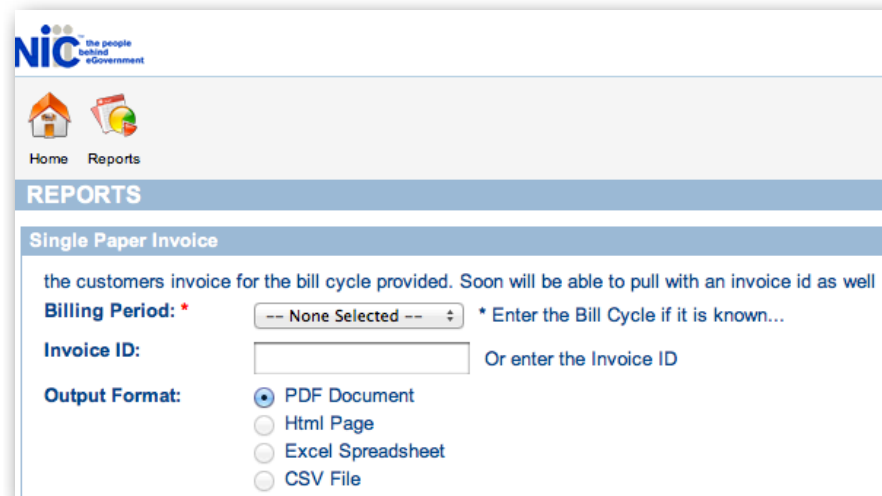
- ▶ Once logged in to CDB, you can request your monthly invoice.
- ▶ Click on the *Reports* icon in the upper left-hand corner.
- ▶ Under Reports, click *Single Paper Invoice*.



REPORTS	
Reports	Description
<a href="#">Billing Summary</a>	This is a detailed listing of charges for a customer for a bill cycle
<a href="#">Generic Statement</a>	this is a detailed statement of an account with a non zero balance and no current activity or invoice.
<a href="#">Single Paper Invoice</a>	the customers invoice for the bill cycle provided. Soon will be able to pull with an invoice id as well

# MONTHLY INVOICE CONTINUED

- ▶ Select the desired billing period. The format is previous month/year; for example, 042010 is the month of April, 2010.
- ▶ Invoices are generated one month in arrears.
- ▶ You may generate current or historic invoices.
- ▶ The “Invoice ID” field is not required. Entering an invalid value will return a blank invoice
- ▶ Click *Generate*. Your invoice is available as a PDF document. You can open, save and/or print this PDF

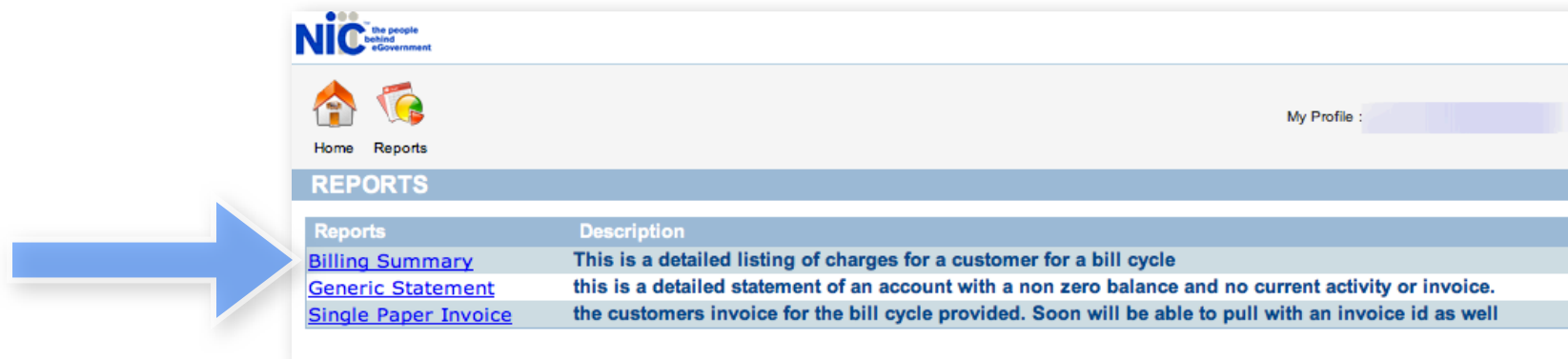


The screenshot shows the NIC (the people behind eGovernment) Reports page. The page has a header with the NIC logo and navigation links for Home and Reports. The main section is titled "REPORTS" and contains a "Single Paper Invoice" form. The form includes a description: "the customers invoice for the bill cycle provided. Soon will be able to pull with an invoice id as well". It has three main fields: "Billing Period:" with a dropdown menu currently showing "-- None Selected --" and a note "\* Enter the Bill Cycle if it is known..."; "Invoice ID:" with a text input field and a note "Or enter the Invoice ID"; and "Output Format:" with four radio button options: "PDF Document" (selected), "Html Page", "Excel Spreadsheet", and "CSV File".



# ITEMIZED BILLING SUMMARY

- ▶ If you are interested in an itemized monthly list of transactions, you may generate an itemized billing summary.
- ▶ You may generate current or historic billing summaries.
- ▶ Click *Billing Summary* under *Reports*.

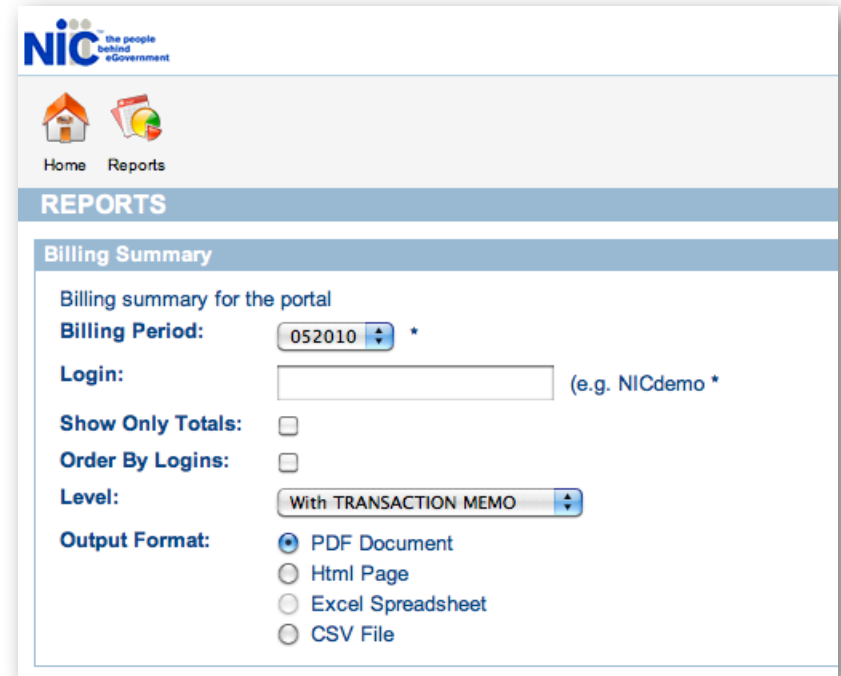


The screenshot shows the NIC eGovernment portal interface. At the top, the NIC logo is displayed with the tagline "the people behind eGovernment". Below the logo, there are icons for Home and Reports, and a "My Profile" link. The "REPORTS" section is highlighted in blue. A table lists the available reports:

Reports	Description
<a href="#">Billing Summary</a>	This is a detailed listing of charges for a customer for a bill cycle
<a href="#">Generic Statement</a>	this is a detailed statement of an account with a non zero balance and no current activity or invoice.
<a href="#">Single Paper Invoice</a>	the customers invoice for the bill cycle provided. Soon will be able to pull with an invoice id as well

# ITEMIZED BILLING SUMMARY

- ▶ Select the billing period (MM/YYYY).
- ▶ Enter your login ID (optional).
  - ▶ *Show Only Totals:* the report will display totals only, not an itemized list
  - ▶ *Order by Logins:* this feature is not available at this time (*a future enhancement will give you the ability to sort by user*)
- ▶ *Level:* select with or without transaction memos
- ▶ *Output Format:* select HTML document to view an on-screen report. Select PDF document to generate a PDF to view and save.



The screenshot shows the NIC (National Information Center) web interface for generating a Billing Summary report. The header includes the NIC logo with the tagline "the people behind eGovernment". Below the header are navigation links for "Home" and "Reports". The "REPORTS" section is active, and the "Billing Summary" form is displayed. The form includes the following fields and options:

- Billing summary for the portal**
- Billing Period:** A dropdown menu showing "052010" with a star icon.
- Login:** A text input field with a placeholder "(e.g. NICdemo \*)".
- Show Only Totals:** A checkbox that is currently unchecked.
- Order By Logins:** A checkbox that is currently unchecked.
- Level:** A dropdown menu showing "With TRANSACTION MEMO".
- Output Format:** A group of radio buttons with the following options:
  - ☒ PDF Document
  - ☐ Html Page
  - ☐ Excel Spreadsheet
  - ☐ CSV File

# BILLING SUMMARY

- ▶ When processing a transaction, information added to the “Internal Reference” field will show on your monthly Billing Summary Report under the “Transaction Memo” column.
- ▶ This feature can be used to assist companies with record keeping and reconciliation efforts.

Account Summary for 2009		
Test Truck Co.		
25501 West Valley Parkway		
olathe KS 66601		
Current Balance:		As Of 072010
\$0.00		\$0.00

Date	Transaction	Login	Client Memo	Transaction Memo	Quantity	Cost
2010/07/06 11:11:23 am	DOT Driver Record Search	testp085@gmail.com			1	\$10.00
2010/07/06 11:11:24 am	DOT Driver Record Search	testp085@gmail.com			1	\$10.00
2010/07/06 11:14:07 am	DOT Driver Record Search	testp085@gmail.com			1	\$10.00
2010/07/06 11:14:08 am	DOT Driver Record Search	testp085@gmail.com			1	\$10.00

# INVOICE NOT FINAL

**NiC** the people behind eGovernment  
Technologies  
NIC Technologies  
PO Box 6810  
McLean, VA 22106

**Invoice**  
**DO NOT PAY**  
**back later**

Please detach stub and mail with payment  
Return to: NIC Technologies (DOT)  
PO Box 504994  
St. Louis, MO 63101

DATE	INVOICE NUMBER	CUSTOMER ACCOUNT
05/31/2010	1352	2009

Previous Balance	\$0.00
Current Charges	\$1.00
Payments/Credits/Debits	\$0.00
<b>Pay This Amount</b>	<b>DO NOT PAY</b>
Total Amount Paid	\$

002009001352000000100 7

DESCRIPTION	QUANTITY	BILLABLE
2009_billing_user - DOT Driver Record Search	(24)	\$(434.00)
2009_billing_user - DOT Driver Record Search	41	\$410.00
2009_billing_user - PSP Subscription \$25	1	\$25.00
<b>CURRENT ACTIVITY</b>	<b>18</b>	<b>\$1.00</b>

Account Statement: Payment Terms: Net 25

Total Amount Due	0-30 Days	31-60 Days	61-90 Days	91-120 Days	Over 120 Days
<b>\$1.00</b>	\$1.00	\$0.00	\$0.00	\$0.00	\$0.00

Please contact Customer Service at 877-684-6832 if you have any questions regarding past due or other invoice amounts. Email inquiries can be made to PSPBilling@nicusa.com. Thank you.

Payments should be received by the 25th to be reflected on the following invoice.

- ▶ You may access your current invoice and billing summary at any time during the month.
- ▶ If the month's billing is not yet closed, you will see a warning message on the top of your invoice warning you that the information is not final.
- ▶ A previous month's invoice will be closed between (approximately) the third and fifth business day of a calendar month.